



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Flat Rock Telephone Co-Op, Incorporated
for quarter ending September 30, 2011

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.60	1.60	1.40	1.53
B. Operator Answer Time - Information [730.510(a)(1)]	5.80	5.10	4.30	5.07
C. Repair Office Answer Time [730.510(b)(1)]	4.50	4.50	4.50	4.50
D. Business or Customer Service Answer Time [730.510(b)(1)]	5.00	5.00	5.00	5.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	6.59 *	4.22	4.64	5.15
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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